

29 September 2004

To Whom It May Concern:

EBSCO Information Services has enjoyed a long and successful relationship with ICM for many years, and we highly recommend Pia Jones and her staff to any company seeking conference management services.

Every year our company exhibits at two important industry user conferences managed by ICM. We have seen these events grow enormously over time. Even as these ICM events have more than tripled in size, we have always found them to be consistently well organized and well managed. The exhibit space and exhibitor services are always exemplary. Pia and her staff make a particular effort to make sure that we, as exhibitors, are satisfied during the conference, as well as during the planning process for the next event. As an exhibitor, it is so reassuring to know when we are attending a conference managed by Pia, Carrie and the rest of the ICM team, as we know we can count on things to run smoothly for us in every way.

For the last 4 years, I have personally handled our arrangements for these conferences and attended most all of these events, so I can attest firsthand to the quality of service provided by ICM, and again say that Pia and her staff deserve the highest recommendation.

Sincerely,

Christann Burke  
Manager, Library and E-Commerce  
EBSCO Information Services

Cc: Pia Jones  
Carrie Pearson